

Minutes of Board Meeting
November 13, 2019
10:00 a.m.

Present

David Connell, Chairman
Jeff Wigington, Secretary
Bob Pierce
Rachel Little
Britt Fleck

Not Present

Jeff Markey, Vice Chairman
Wallace Coopwood
Hubert Parker
Jim Cole

Also attending the meeting was Cris Correia from the State Attorney General's Office, customer Femisha Runea Anderson with her husband, and members of the DDS Staff.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:02 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the Minutes from the October 9, 2019 Board meeting. Britt Fleck made a motion to approve the regular meeting minutes as presented; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

The Commissioner welcomed the Chairman and members of the Board. He acknowledged Ashley Powell, one of the Department's new attorneys, and Juan Reynoso, District 2 Manager. He then welcomed Femisha Runea Anderson who was on the waiver request list. Commissioner Moore directed the Board to the screen showing the new Gainesville facility. The CSC will have a soft opening on November 19th, but a Grand Opening will be held once the Governor's office confirms a day. The Board was invited to attend.

The Commissioner talked about an article in USA today, which also was published in the New York Times, the Washington Post, and some other local papers. The US Census Bureau requested all DMVs to provide very specific data (i.e. height, weight, gender, DOB and eye color) about customers in the driver's license databases. After reaching out to the Governor's Office for direction, the DDS will provide aggregate information, which is already posted on the DDS website. The Boston Globe inquired as to how the agency planned to respond. Board member Jeff Wigington asked if the agency was aware of the reason for the requested information, but Commissioner Moore indicated that a reason was not provided.

Travis Kennedy, Deputy CFO, gave an update on Debt Collection:

- In March 2019, DDS hired a debt collection agency to collect fees for Super Speeder, which fund trauma care across the State. As of the current date, the vendor has collected over a million in unpaid fines, \$28M remains outstanding.

Mike Mitchell, Director of Regulatory Compliance, gave an update on FMCSA grants:

- The CDL Fraud Investigation grant was extended until FY2020.

- This grant prevents fraud in commercial licensing processes through monitoring and investigation of commercial examiners, instructors, or schools suspected of fraudulent activity.
- The Examiner Monitoring grant ends FY2020.
 - This award ensures uniformity and integrity among state and third-party commercial examiners through overt and covert monitoring, data collection and analysis.
 - The funding also provides initial and ongoing training for monitors, new and current state and third-party commercial examiners, CSC Managers, and District Managers and ensures consistent application of commercial rules and regulations.
 - The grant also purchased eight (8) interactive kiosks, which were installed at CDL Customer Service Centers located throughout the State, to facilitate CDL driver processing for increased efficiency and accuracy.
- The Human Trafficking Prevention grant ends FY2022.
 - This award brings awareness to human trafficking involving the use of commercial vehicles through training, outreach, and educational and marketing materials.
- The CDL Fraud Prevention grant ends FY2024.
 - This program provides analysis of commercial testing and licensing processes to discover gaps in commercial driver training and testing processes.

Pierre Miles, Deputy Director of Field Operations, gave an update on a new CDL Travel Team grant. The travel team will consist of four DDS employees, two state cars, two cell phones, and two mobile workstations. The team will reduce wait-times in the CSC by having the ability to issue additional CDL tests at non-DDS locations.

Kecia Bivins, Director of Field Operations, gave an update on succession planning. Efficiencies achieved include the following:

- Customer experience surveys are being emailed to customers the day after visiting a CSC.
- Open assistant manager positions were filled with team leads.
- The CSC Assistant Managers were given more manager responsibilities to increase their knowledge and confidence levels.
- District Managers and Managers meet at locations other than the CSCs on “Why Not Wednesdays,” which allows the Assistant Managers to build additional confidence by running the centers.
- “Ask Kecia” comment boxes were provided to all CSCs to allow team members to voice their concerns, ask questions, or make comments anonymously.
- The hiring process was streamlined from 28 to 21 days.
- The Atlanta CSC began opening at 7am to accommodate the customers waiting in line before the official 7:30am opening, providing team members with an opportunity to earn overtime while reducing the service level.
- Field Operations and Human Resources worked together to achieve the Commissioner’s vision of a Dashboard for each division. Dashboards will allow the Commissioner to have a more visual, collective view of all divisions starting with these two first.
- Upcoming customer service initiatives include CSC re-districting, a standardized CSC greeting and closing, and an auto coach partnership.

Commissioner Moore informed the Board that the Annual Managers’ Meeting would be held on December 9th in Macon and would be attended by all DDS managers. The Commissioner thanked Deborah Moore, HR Director, and Reggie Smith, Training Coordinator, for organizing the meeting, which will set the agency’s vision for the next year.

The FAST team will provide training on the new DRIVES product. On December 10th, the Executive Team will attend a small retreat to discuss how to move the agency forward over the next year. The discussion will be led by the University of Georgia, Carl Vinson Institute, and the Board was invited to attend both days.

The Commissioner provided an update on the agency's performance. Annual volume is based on the number of customers that are scheduled to renew their licenses, and the CSCs have seen fewer customers this year. He reminded the Board that the service levels dropped during the CPS project implementation, due to the level of change experienced in the centers. He also used a trendline to illustrate that the agency has been successful in achieving the 95% goal over the last three years.

The Commissioner is happy about the agency's continued use of mobile solutions. In addition to the renewal cycles, fewer customers are visiting the CSCs because they can conduct business online. A total of 864,000 customers have online accounts, and one of the biggest advantages is that this will allow the agency to discontinue sending the blue renewal cards, which will be a budget savings. DDS will be able to send electronic notices to mobile app or online services users and eliminate the costs associated with mailing the physical postcards.

The mobile app also gives customers the capability of having a DDS office on their phones. This becomes even more important, as part of the new legislative package is for customers to have credentials on their phones, as opposed to a physical copy. The app will help customers transition to the new technology and understand that it is safe and secure.

DDS continues to receive more than 7,000 survey responses each month. The response is phenomenal, considering that participation is optional. The Governor recently renewed his driver's license in Conyers. He wanted to experience the same process as other Georgia citizens. The Commissioner also renewed that day, and both received surveys. While 96% of customers indicate that the staff is courteous, DDS also attempts to resolve any complaints.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-3-.06** Suspension, Revocation, and Cancellation forms based on Violations (repeal)
- **375-3-7-.07** Safety Responsibility Forms (repeal)
- **375-3-3-.15** Forms (repeal)

Britt Fleck moved to approve the initial rules for adoption; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

1. Femisha Runea Anderson – She is seeking a Georgia driver's license in the name of Femisha Runea Anderson. She is 60 years old. She is missing her name change document. She has used her stepfather's last name since she was seven months old. Her stepfather never adopted her or amended her birth certificate. She submitted her birth certificate, school records (parents shown as Edward and Delores Strong), High School (HS) diploma, marriage certificate (married Cecil Taylor), wedding picture (picture of father at her wedding), child's birth certificate, father's obituary, divorce decree, and marriage record (maiden name – Strong, married Van Garen Anderson).

Jeff Wigington motioned to approve the waiver; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

2. Delores Garcia – She is seeking a Georgia ID card in the name of Delores Garcia. She is 92 years old. She is missing her home-born birth certificate. She submitted her certificate of baptism, child's birth certificate, pay stub, Medicare card, daughter's marriage certificate (daughter's maiden name – Maria Luisa Garcia), expired California ID card, bank statement, medical document, medical insurance document, utility bill, social security (S/S) letter, and S/S card.

Bob Pierce motioned to approve the waiver; Rachel Little seconded the motion with unanimous approval by the remaining Board members.

3. Jennifer Leigh Marler – She is seeking a Georgia driver's license in the name of Jennifer Leigh Marler. She is 62 years old. She is missing her name change document. She submitted her birth certificate, marriage certificate (married Gerard Henry Thomas Exley Jr.), divorce decree (decree changed name back to maiden – Jennifer Leigh Strock), school record, newspaper article, bridal receipt, medical report, marriage certificate (married Randy Ray Marler, maiden name – Strock), valid CA driver's license, S/S statement (states "03-23-84 Jennifer Leigh Exley changed her name to Jennifer Strock Leigh due to divorce, which former name was restored. Jennifer chose to change legal name to Jennifer Strock Leigh"), and S/S card.

Bob Pierce motioned to approve the waiver; Britt Fleck seconded the motion with approval by majority of the remaining Board members. Jeff Wigington opposed the motion.

4. Beulah M. Montague – She is seeking a Georgia ID card in the name of Beulah M. Montague. She is 78 years old. She is missing her home born birth certificate. She was told that a birth certificate existed, but she has never seen it. She submitted her family Bible (parent names – Jimmie and Nettie Dubose), child's birth certificate, census report (1950 census, family of Jimmie and Nettie Dubose), family register (married Arthur Montague), certificate of failure to find birth certificate, expired Connecticut driver's license, insurance documents, medical record, and S/S card.

Jeff Wigington motioned to approve the waiver; Rachel Little seconded the motion with unanimous approval by the remaining Board members.

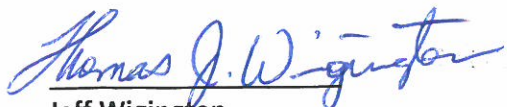
New or Old Business

The next Board meeting will be held on January 15, 2020.

Adjournment

No further business was offered for discussion. Chairman David Connell called a motion to adjourn. A motion was made by Bob Pierce and seconded by Britt Fleck with unanimous approved by the Board.

Respectfully Submitted,


Jeff Wigington